

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>HEALTH CARE ELIGIBILITY ASSISTANT II</b>	<b>27</b>	<b>F</b>	<b>12.386</b>
<b>HEALTH CARE ELIGIBILITY ASSISTANT I</b>	<b>25</b>	<b>F</b>	<b>12.388</b>

### **SERIES CONCEPT**

Positions allocated to this series and are responsible for reviewing referrals and interviewing applicants to determine initial financial and medical eligibility for health care; referring clients to other health programs and community social services; supervising clerical staff; and resolving problems associated with billings and payments for services.

Clear cut guidelines based on income and health conditions establish the initial eligibility decisions. Final approval, authorizations for treatment and ongoing case management occur at the Health Care Eligibility Specialist level. All initial decisions made by Health Care Eligibility Assistants are subject to review and approval by a Health Care Eligibility Specialist; however, errors may result in delays of services to clients, delays of payments to providers and disruption to case management performed by higher level staff. Tact and judgment are required in dealing with clients and their families, co-workers, staff in other agencies that provide services and members of the medical community.

Determines initial eligibility by reviewing referrals for conditions which appear to meet Children's Special Health Care Services eligibility criteria; authorizing clerical staff to make initial contact with potentially eligible families; conducting interviews to determine if clients meet financial and medical guidelines; and assisting clients in filling out applications and providing appropriate collateral information. Performs follow-up work to verify household, income, expenditure and custody information; obtains pertinent medical information and explains procedures and conditions of the program to clients and their families. Forwards applications and all other relative information to a Health Care Eligibility Specialist in the central office for final determination and ongoing case coordination.

Refers clients and their families to other resources such as the Children's Health Assistance program or Social Security Supplemental Income to meet prior resource requirements of the program; well baby and dental programs offering complimentary screening; and social programs that address problems related to substance abuse, learning disabilities and family dysfunctions. Maintains working relationships with the medical community and other local service providers to exchange information that affect health care program clients.

Coordinates some aspects of the on-going cases by working with enrolled families to explain procedures and respond to inquiries and problems; working with providers to resolve billing problems and expedite payments; and working with Health Care Eligibility Specialists to follow-up on delayed medical reports, changes in clients' financial or health status and other information necessary to determine and sustain eligibility.

Supervises subordinate clerical staff by assigning and reviewing work, conducting training, preparing performance evaluations and administering first-level disciplinary action when necessary. Participates in other special health care projects such as dental and craniofacial clinics by processing applications, determining financial eligibility, providing lists of program providers to clients and assisting medical providers with scheduling patients and documenting patient information.

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## CLASS CONCEPTS

### HEALTH CARE ELIGIBILITY ASSISTANT II

Positions assigned to this class receive general supervision from the Health Care Eligibility Supervisor and the Special Children's Clinic manager and perform all of the duties outlined in the series concepts. This is the journey level for the series.

### HEALTH CARE ELIGIBILITY ASSISTANT I

Under supervision, incumbents in this class receive training in the performance of the duties outlined in the series concepts. This is the entry level to the series which provides for progression to the journey level upon satisfactory completion of the required probationary period and with the recommendation of the appointing authority.

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## MINIMUM QUALIFICATIONS

### HEALTH CARE ELIGIBILITY ASSISTANT II

#### EDUCATION AND EXPERIENCE:

##### I

Graduation from high school or the equivalent and one year of experience reviewing referrals and conducting interviews with applicants for a children's special health care services program and making initial eligibility determinations equivalent to a Health Care Eligibility Assistant I in Nevada State service; OR

##### II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or are needed to perform the work assigned.)

Working knowledge of the Children's Special Health Care Services program guidelines, policies and procedures sufficient to determine initial medical and financial eligibility. Working knowledge of medical terminology sufficient to read and understand medical reports. Working knowledge of available referral resources both within and outside the agency. Working knowledge of supervisory practices and procedures.

Ability to conduct training, delegate responsibility and evaluate the work performance of the clerical staff. Ability to analyze information, identify relevant concerns, formulate conclusions and recognize alternatives and their implications. Ability to motivate parents and/or guardians to follow through on required services.

**MINIMUM QUALIFICATIONS (cont.)**

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of health care programs and health insurance practices.

Ability to conduct interviews to obtain needed information. Ability to add, subtract, multiply and divide whole numbers and decimals sufficient to ascertain income and expense totals and prepare monthly statistical reports. Ability to effectively interact with persons of various social, cultural, economic and educational backgrounds. General knowledge of supervisory principles and practices.

In addition, all other knowledge, skills and abilities required at the lower level of this series.

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**HEALTH CARE ELIGIBILITY ASSISTANT I**

**EDUCATION AND EXPERIENCE:**

**I**

Graduation from high school or the equivalent and one year of journey level experience in an administrative support role which included maintaining records, performing basic mathematical computations and interacting with the public to obtain needed information and explain policies and procedures equivalent to a Management Assistant I or Program Assistant I in Nevada State service;  
OR

**II**

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of local, State and federal governmental agencies offering prior or additional services including applicable eligibility guidelines. Ability to elicit information through interviewing techniques using tact and judgment. Ability to establish rapport and gain the trust of others. Ability to form effective working relationships with co-workers, other agencies and the public. Ability to speak on a one-to-one basis using appropriate vocabulary and grammar to obtain required information and explain policies, procedures and program requirements.

**MINIMUM QUALIFICATIONS (cont.)**

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of common office practices and procedures.

Ability to gather data and prepare reports. Ability to maintain accurate records. Ability to make basic mathematical computations. Ability to prepare simple grammatically correct correspondence and form letters. Ability to perform routine work according to set procedures and sequences.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.386</u>	<u>12.388</u>
ESTABLISHED:	10/25/74	10/25/74
REVISED:	7/18/80	4/20/78-3
REVISED:	1/29/82	7/18/80
REVISED:	5/7/82-3	5/7/82-3
REVISED:	12/19/85-12	12/19/85-12
REVISED:	7/1/93P	7/1/93P
	10/23/92PC	10/23/92PC